

**DEPARTMENT OF HUMAN SERVICES****DIVISION OF REHABILITATION SERVICES**

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Received & Inspected

JUN 27 2011

FCC Mail Room

June 21, 2011

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm TW-B204
Washington, DC 20554

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2011. South Dakota has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing its Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 20010 and May 31, 2011.
- Annual Complaint Log which includes complaints received between June 1, 2010 and May 31, 2011 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that CSD's / Sprints records and systems will support any additional requirements, should the FCC order them.

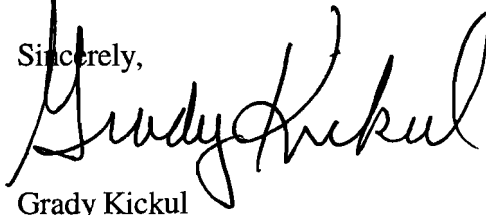
In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, CSD/Sprint, the provision of call volume data will be voluntary; therefore providers are not required to provide the number of relay calls with their reports. Accepting that this information is accurate, South Dakota considers this report to be in compliance with the rules and is submitting this log without this interstate relay call information.

South Dakota's provider, CSD/Sprint, agrees to provide information to the FCC concerning the number of call. However, Sprint will do so under seal since call volume information is proprietary and confidential.

No. of Copies 0
List A 0

If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

A handwritten signature in black ink, appearing to read "Grady Kickul". The signature is fluid and cursive, with the first name "Grady" and last name "Kickul" clearly distinguishable.

Grady Kickul
Division Director/DRS
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet



**South Dakota
FCC 2010 - 2011
Complaint Log**

Complaint Tracking for SD (06/01/2010-05/31/2011). Total Customer Contacts: 37

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/14/10	After giving my closing greeting, I decided I wanted to place another call but the Communication Assistant did not respond. I find this very rude and I hung up! The Communication Assistant apologized for inconvenience and then thanked them for the feedback.	06/21/10	Communication Assistant didn't remember this call, specifically. That Communication Assistant was coached on staying focused during the call, until the inbound has disconnected, and always being sure to ask customers to repeat their message, if Communication Assistant doesn't understand due to garbling, even at the end of the call.
2	06/18/10	The Communication Assistant did not respond when asked to verify their Communication Assistant number. They "dragged their feet" and I just hung up because I shouldn't need to wait. The Communication Assistant apologized to customer and thanked them for their feedback.	06/21/10	Communication Assistant said they were reading the customer's notes; however, Communication Assistant was coached on responding immediately to customers and keeping them informed at all times.
3	06/19/10	Communication Assistant dragged their feet; took "50 hours" to respond when asked to verify Communication Assistant number. Communication Assistant apologized to the customer; will follow up with Communication Assistant.	06/21/10	The manager met with the Communication Assistant and they stated they were reading the customer's notes. The supervisor coached the Communication Assistant on responding immediately, to the customer, and keeping them informed as to what they are doing.
4	06/21/10	This Communication Assistant typed, "One moment please, ma'am, reading customer notes". Customer stated "This Communication Assistant is lazy, I said my requests; she shouldn't have to read them". Apologized for inconvenience and explained that all relay operators are instructed to read customer notes and keep the customer informed.	06/22/10	Communication Assistant was following relay procedure, by reading the notes, to ensure all customer requests were followed and kept customer informed by letting customer know what Communication Assistant was doing.
5	06/30/10	Communication Assistant did not inform customer that outbound was on the line and the outbound eventually hung up. The Communication Assistant did not inform the customer that the outbound had disconnected. The Communication Assistant did not pay attention to the customer. Relay Communication Assistant apologized for any inconvenience and informed the customer that the information would be forwarded to the appropriate person.	06/30/10	We do not have a Communication Assistant with the ID number listed in the complaint. We tried to look up several variations of the ID number thinking numbers had possibly been transposed but couldn't match it to a particular Communication Assistant. We are unable to do follow up due to lack of information on the Communication Assistant.
6	08/07/10	Customer was upset that notes on the screen were not followed, specifically the note that instructs communications assistant to leave voice message, if answering machine is reached the first time. Apologized to customer and informed that this would be forwarded to proper call center. No follow up requested.	08/09/10	Met with Communications Assistant. Communications Assistant did read the notes and it was just a matter of instinct that they began typing the recording/answering machine. Communications Assistant said they apologized to the customer.
7	08/22/10	Customer complained that the Communication Assistant didn't type "ANSWERING MACHINE PLAYING" before typing out the recording. Garbling issues made it difficult to read what was being said between the Communication Assistant and the customer. Informed customer of correct policy for typing out "answering machine playing" and got a new Communication Assistant per customer request.	08/24/10	Informed customer that it is not our policy to first send "answering machine playing", before typing out a recorded message, but if customer would like to see that done, customer is welcome to instruct the Communication Assistant to do so before placing her call.
8	08/22/10	Communication Assistant did not follow request, by not typing and informing the caller, that the turbo code is off, the microphone was muted, the wpm were set at 45 and, when verifying the number to the caller, the Communication Assistant did not separate the numbers. Thanked the customer for the feedback and found another Communication Assistant to continue the call as requested by the customer.	08/24/10	Communication Assistant was coached on the importance of following all customer instructions.
9	09/15/10	This Communication Assistant did not let me know there was a change of Communication Assistants. Thanked the customer for the feedback.	09/19/10	In following up with the Communication Assistant, the Communication Assistant said they did inform the customer of the Communication Assistant change. Due to extenuating circumstances on this call, she was able to remember this in particular. The Communication Assistant was coached on the importance of always following customer notes and instructions on every call.
10	09/15/10	Accuracy of captions	09/15/10	Customer reported an offensive and wrong word being captioned on a recent call. Customer provided the date and time of the call as well as the Communications Assistant number, with specific words that were not captioned correctly. Customer Service Representative thanked customer for the information and apologized for the experience. Advised customer that this detail would be investigated by the Captioning Center Supervisor. Call detail was sent to the Captioning Center Management to review with the individual Communications Assistant.
11	10/29/10	Unable to make captioned calls	10/29/10	Customer's daughter reported the need to "wait for an operator" when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
12	11/02/10	Accuracy of captions	11/02/10	Customer's daughter reported that there are frequent errors, in the captions, that appear on her mother's CapTel screen. Customer Service Representative explained how captions are produced, by captionists, and recommended that CapTel user record date time and Communications Assistant number, so Customer Service Representative can take specific notes and follow up with the Communications Assistant and the Communications Assistant's supervisor.
13	11/03/10	Communication Assistant did not "sign off" and, therefore, the inbound caller was not sure if the outbound caller was still connected. This call took place today, 11/3/2010, at approximately 8:45AM CT. Communication Assistant apologized for the inconvenience and the customer did not request a follow up.	11/03/10	In following up, the Communication Assistant did not remember the call. The supervisor coached the Communication Assistant, on the proper way to close a call, so that the customer is kept informed, of the progress, of their calls.
14	12/13/10	Customer called and stated that Communication Assistant didn't respond to greeting or requests for customer service or a supervisor. Communication Assistant did type, after a long pause, that there was a technical issue, apologized, and to please call back. Customer didn't understand why it took so long for the Communication Assistant to respond. Apologized and offered follow up with the customer. The customer would like a follow up letter.	12/18/10	In following up with the Communication Assistant and supervisor on duty at the time of this call, they were able to confirm that there was a technical issue that didn't allow them to hear the Voice Carry-Over customer speaking. The Voice Carry-Over customer hung up and dialed back, into relay, reaching the same supervisor who had just observed the call with technical issues. The supervisor apologized, again, for the inconvenience and the Communication Assistant was able to place calls for this customer at that time. A follow up letter has been mailed to the customer on 12/27/2010.
15	12/18/10	Said Communication Assistant hung up or transferred without knowledge. Very upset about being transferred or hung up on. Apologized for inconvenience and told customer would pass along to Communication Assistant's supervisor. Thanked customer for feedback and offered follow up. The customer does not want a follow up.	12/18/10	Communication Assistant stated that they honored customer's request for a supervisor, but the supervisor was occupied at the moment. The assistant supervisor instructed the Communication Assistant to transfer to customer service, which the Communication Assistant did. Communication Assistant was following assistant supervisor's instruction, however, the Communication Assistant was provided feedback what to do in this circumstance if it was to occurred again.

16	12/21/10	Technical - General	12/21/10	Customer stated, yesterday, she was not able to make or receive captioned calls. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
17	01/20/11	Customer is upset and felt that the Communication Assistant did not follow instructions, such as, verifying all numbers before out dial. Thanked the customer for the feedback and apologized for the inconvenience.	01/25/11	In following up with the Communication Assistant, they verified the number, but it wasn't in the specific order that the caller gave, at the beginning of the call. He had a difficult time understanding the caller's instructions, as the caller gave them too quickly. Supervisor instructed Communication Assistant to always confirm any caller's instructions if he is unsure of what was said.
18	02/03/11	Service - General	02/03/11	Customer reported that he cannot receive calls with captions, but they go through without captions. Customer Service Representative advised customer that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
19	02/11/11	Customer called in and asked Communication Assistant to repeat his Communication Assistant number. The Communication Assistant repeated the relay announcement, stating the relay name, his Communication Assistant number and asked for what number to call. Customer says they did not have a chance to speak the number to the Communication Assistant and the Communication Assistant sent the same information again and then typed "Due to no response, I will now be hanging up have a nice day". Apologized for the inconvenience and thanked the customer for the feedback.	02/17/11	In following up with the Communication Assistant, supervisor coached on appropriate disconnect procedures. The Communication Assistant is now aware of appropriate procedure and will handle all calls in a more professional manner. A follow up was not requested by the customer.
20	02/15/11	Communication Assistant did not type "microphone muted" as caller had instructed. Supervisor did observe that "microphone muted" was on the screen, after the "calling to number" was verified. Communication Assistant did not let the caller interrupt with X's when the Communication Assistant was typing. Customer asked supervisor if her X's were on the screen. The supervisor was not able to see any X's sent by the inbound transmitted on the screen. Apologized for the inconvenience. A follow up was requested by the customer.	02/17/11	Supervisor on the floor verified that Communication Assistant typed "mic muted" by observing it on the Communication Assistant's screen. Supervisor did not see any X's. A follow up letter was sent to the customer on 2/24/2011.
21	02/24/11	Communication Assistant sent ringing and then typed "Go Ahead". The customer didn't know someone had answered. Then the Communication Assistant sent a message stating that the person hung up; customer wasn't able to speak to outbound. Apologized for the inconvenience and the customer would like a follow up letter sent.	02/24/11	In following up with the Communication Assistant, the customers instructions were to only send the "Go Ahead" when a person answered the phone. The transmission speed on this call was slower, so once the line was answered and the "Go Ahead" was sent it appeared to have only said "RINGING Go Ahead". While the Communication Assistant was following customer instructions, a better typing style would have prevented any confusion. The Communication Assistant was instructed to use ellipsis and extra spacing between the macro transmission and the "Go Ahead", as to avoid any confusion in the future and to help facilitate the call more smoothly. A follow up letter was sent to the customer on 2/24/2011.
22	02/24/11	Customer stated "This Communication Assistant was awful and unprofessional". While the TTY customer was typing, the Communication Assistant told the voice person "These things take forever". The TTY customer typed "I DON'T KNOW" and the Communication Assistant mocked the TTY user when voicing it. Really awful inflection and was, overall, a terrible call.	02/24/11	Supervisor for this Communication Assistant received complaint today for follow-up. Supervisor met with the Communication Assistant. Supervisor stressed that the voice tone needs to be consistent with the content of call. Comments in general, and especially rude comments, cannot be made. Supervisor told Communications Assistant that another rudeness complaint can lead to further corrective action, up to, and including termination.
23	02/28/11	Voice Carry-Over user called into relay and asked the Communication Assistant to repeat their ID number. There was a long pause, no response and then the Voice Carry-Over user hung up. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	Supervisor followed up with the Communication Assistant. The Communication Assistant was instructed on how to provide Communication Assistant ID anytime you are asked by a customer. The Communication Assistant acknowledges how to handle this request in the future.
24	02/28/11	Customer was upset that the operator did not send "answering machine hung up" and "go ahead" fast enough, after her message was left. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	The Communication Assistant was coached on proper call procedure. The Communication Assistant is now aware of how to better handle this type of call.
25	03/06/11	Customer was upset and felt the Communication Assistant didn't follow instructions. When asking for a supervisor, the Communication Assistant hung up on the customer. When customer dialed back in, the same Communication Assistant hung up on the customer. In speaking with the supervisor, customer realizes that the Communication Assistant did follow instructions, but should not have hung up on her twice. Thanked the caller for the information and informed them to discuss proper procedures with the Communication Assistant. The customer did not request a follow up.	03/09/11	In following up with the Communication Assistant, the Communication Assistant recalls calling for a supervisor, at the start of the phone call for assistance, but not by the request of the customer. The Communication Assistant does not recall the customer requesting a supervisor or calling in a second time. The Communication Assistant does remember that the customer hung up before placing a phone call. Supervisor reviewed proper procedures and reviewed disconnection in any case as an immediate termination offense.
26	04/05/11	Customer stated that the Communication Assistant did not follow the customer's instruction, according to the customer note. Apologized for the inconvenience and offered a suggestion to make a slight modification to the instruction. The customer declined instructions and the customer did not request a follow up.	04/05/11	The Communication Assistant stated that the caller, immediately, asked for the supervisor. Customer did not provide a number to call. Communication Assistant followed proper protocol and the instruction in the customer note was somewhat cluttered and confusing to the Communication Assistant.
27	04/12/11	Customer upset that the Communication Assistant typed "VOICE or T", after switching Communication Assistants. The Communication Assistant did not respond to the inbound questions or requests for a supervisor, which were both spoken and typed, and then the Communication Assistant disconnected the caller. Apologized for the inconvenience and thanked the customer for the feedback. The customer did not request a follow up.	04/12/11	In following up on this complaint, the Communication Assistant stated "in the complaint" was not working at the time of this call. Unfortunately, the supervisor is unable to follow up with the Communication Assistant, that did hang up on this customer.
28	04/16/11	Operator did not verify my number like my notes say. Communication Assistant didn't type out the number and area code. I'm sick and tired of these operators ways. I don't want to use the relay service anymore! Communication Assistant In Charge checked screen and confirmed that Communication Assistant did not follow customer notes. Communication Assistant and Communication Assistant In Charge apologized several times. The customer did not request a follow up.	04/16/11	Coached the Communication Assistant on the importance of following customer notes. Communication Assistant stated that they understood the importance of following customer notes.
29	04/18/11	Complaining about this Communication Assistant and his supervisor for garbling. Wants them fired. Complaints of consistent garbling system-wide. Customer states the print-outs prove it is clear on his end. Customer does not understand why his call went to an Ohio center and thinks he is being tricked. Requests all Communication Assistants to identify what center they are located at the beginning of all calls. Requests follow-up and "immediate action" be taken against Communication Assistant and his supervisor. Never wants either to handle his calls again. All make operators are (used inappropriate word) a****s. Customer would like follow-up contact via phone.	04/18/11	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that the customer may have discussed. The assistant supervisor, at the time, does not recall this circumstance as well. Garbling attributed to technical issue because the customer indicates it was system-wide. Attempted to follow up via phone, on the following day 4/20/2011 at 8:25pm and there not an answer. Tried again at 6/20/2011 at 8:50pm and there was no answer 6/21/2011 at 7:10pm. Reached a TTY recording to use text or dial/record, but no answering machine and no answer on 6/21/2011 at 8:17pm. Unable to obtain further information in order to put trouble ticket into the system, for troubleshooting.

30	04/18/11	At 7:09pm CST, customer asked operator to repeat their Communication Assistant number. The Communication Assistant did not respond, customer asked for a supervisor, wanted another operator, operator hung up on inbound. Customer tried typing her requests to the operator but the operator hung up. Apologized for the inconvenience. Thanked the customer for the feedback and offered a follow up. The customer did not request a follow up.	04/18/11	In following up with the Communication Assistant, the severity of disconnecting callers was discussed and the Communication Assistant was coached on proper procedure in terms of following customers instructions and upon request, always giving the customer your Communication Assistant number.
31	04/27/11	Customer asked Communication Assistant to type Turbo code off, 45 wpm, and phone number with area code last. Communication Assistant did not do that and the customer stated they will not use this service again. The customer did not request a follow up.	04/27/11	Coached the Communication Assistant on the importance of following customers' instructions and to promptly respond to the customer. Communication Assistant understands importance of following customers' instructions.
32	04/30/11	Communication Assistant dialed out without verifying the number and also didn't verify other requests. Apologized for the inconvenience, and had another Communication Assistant take the call. The customer did not request a follow up.	04/30/11	The supervisor met with the Communication Assistant and reviewed proper procedure in following all customer instructions, as well as database notes. The Communication Assistant understands the importance of accommodating all customers requests and will act in a professional manner in the future.
33	05/09/11	The Communication Assistants did an Communication Assistant change and the inbound Voice Carry-Over user asked the new operator if the outbound party had hung up. The customer says that the operator did not respond and hung up. Customer stated they will take this to someone higher up than relay supervisors and friends say they hate relay service. Apologized to the customer for the inconvenience and said the Communication Assistant would be made aware. No follow up requested.	05/09/11	Following up with the supervisor who took the complaint. The supervisor tried, several times, to get clarification on why the Communication Assistant would have hung up. The Communication Assistant said the caller asked to be transferred to Relay Customer Service so they sent "One Moment Please" and transferred the caller to Customer service. In following up with the Communication Assistant, she recalls the customer requesting customer service after the out-bound caller had hung up. The Communication Assistant sent "ONE MOMENT PLEASE" and transferred to customer service. The supervisor on duty is able to verify this information.
34	05/12/11	A voice customer says she is unable to get through to a Voice Carry-Over number. Several operators have tried and could not get through. This did not happen before today. Apologized for any inconvenience during the call. The customer requested a follow up.	05/12/11	Technician looked into this and did not find any problems. Called the customer a few times and there was no answer nor an answering machine.
35	05/17/11	At 12:14pm CST, customer placed a call and asked the Communication Assistant for verification of her Communication Assistant number. The Communication Assistant did not respond and then disconnected the call when caller asked to speak to a supervisor. Apologized for the inconvenience, the Communication Assistant will be followed up with immediately. The customer did not request a follow up.	05/17/11	Supervisor met with the Communication Assistant and appropriate action was taken.
36	05/17/11	Customer read conversation, with the operator, to supervisor responding to the complaint. It was clear, as described to the supervisor, that the Communication Assistant was arguing with the customer. The operator also stated, to the customer, that she was reading customer notes while the customer was talking. The first note listed says "don't read customer notes first, listen to customers instructions first". The customer asked the operator to type her requests in a specific way and the operator did not follow those instructions. Apologized for the inconvenience and thanked the customer for the feedback. No follow up was requested by the customer, and they switched to another Communication Assistant to continue with the calls.	05/17/11	After receiving notification of this concern, the supervisor discussed the incident with the operator and provided the appropriate coaching to the Communication Assistant. The supervisor is confident that the operator will communicate in a professional manner in the future.
37	05/24/11	The customer states that this Communication Assistant misspelled the customer's name and the person she was calling to. Customer stated that the Communication Assistant should have asked for the correct spelling. Thought that this Communication Assistant was unprofessional. Apologized for the inconvenience and assured the customer that a follow up with the Communication Assistant will be conducted. The customer requested a follow up via mail.	05/24/11	Unable to conduct a follow up meeting with the Communication Assistant. At this time Communication Assistant ID given has not been assigned. A letter was mailed, to the customer, explaining as such on Tuesday, 5/24/2011.

South Dakota Relay Service – June 1, 2010 through May 31st, 2011

1. Total Number of TRS/CapTel complaints: 37



**South Dakota
FCC 2010 - 2011
Complaint Log**

Complaint Tracking for SD (06/01/2010-05/31/2011). Total Customer Contacts: 37

Trkly	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
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15	12/18/10	Said Communication Assistant hung up or transferred without knowledge. Very upset about being transferred or hung up on. Apologized for inconvenience and told customer would pass along to Communication Assistant's supervisor. Thanked customer for feedback and offered follow up. The customer does not want a follow up.	12/18/10	Communication Assistant stated that they honored customer's request for a supervisor, but the supervisor was occupied at the moment. The assistant supervisor instructed the Communication Assistant to transfer to customer service, which the Communication Assistant did. Communication Assistant was following assistant supervisor's instruction, however, the Communication Assistant was provided feedback what to do in this circumstance if it was to occur again.

16	12/21/10	Technical - General	12/21/10	Customer stated, yesterday, she was not able to make or receive captioned calls. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
17	01/20/11	Customer is upset and felt that the Communication Assistant did not follow instructions, such as, verifying all numbers before out dial. Thanked the customer for the feedback and apologized for the inconvenience.	01/25/11	In following up with the Communication Assistant, they verified the number, but it wasn't in the specific order that the caller gave, at the beginning of the call. He had a difficult time understanding the caller's instructions, as the caller gave them too quickly. Supervisor instructed Communication Assistant to always confirm any caller's instructions if he is unsure of what was said.
18	02/03/11	Service - General	02/03/11	Customer reported that he cannot receive calls with captions, but they go through without captions. Customer Service Representative advised customer that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
19	02/11/11	Customer called in and asked Communication Assistant to repeat his Communication Assistant number. The Communication Assistant repeated the relay announcement, stating the relay name, his Communication Assistant number and asked for what number to call. Customer says they did not have a chance to speak the number to the Communication Assistant and the Communication Assistant sent the same information again and then typed "Due to no response, I will now be hanging up have a nice day". Apologized for the inconvenience and thanked the customer for the feedback.	02/17/11	In following up with the Communication Assistant, supervisor coached on appropriate disconnect procedures. The Communication Assistant is now aware of appropriate procedure and will handle all calls in a more professional manner. A follow up was not requested by the customer.
20	02/15/11	Communication Assistant did not type "microphone muted" as caller had instructed. Supervisor did observe that "microphone muted" was on the screen, after the "calling to number" was verified. Communication Assistant did not let the caller interrupt with X's when the Communication Assistant was typing. Customer asked supervisor if her X's were on the screen. The supervisor was not able to see any X's sent by the inbound transmitted on the screen. Apologized for the inconvenience. A follow up was requested by the customer.	02/17/11	Supervisor on the floor verified that Communication Assistant typed "mic muted" by observing it on the Communication Assistant's screen. Supervisor did not see any X's. A follow up letter was sent to the customer on 2/24/2011.
21	02/24/11	Communication Assistant sent ringing and then typed "Go Ahead". The customer didn't know someone had answered. Then the Communication Assistant sent a message stating that the person hung up; customer wasn't able to speak to outbound. Apologized for the inconvenience and the customer would like a follow up letter sent.	02/24/11	In following up with the Communication Assistant, the customers instructions were to only send the "Go Ahead" when a person answered the phone. The transmission speed on this call was slower, so once the line was answered and the "Go Ahead" was sent it appeared to have only said "RINGING Go Ahead". While the Communication Assistant was following customer instructions, a better typing style would have prevented any confusion. The Communication Assistant was instructed to use ellipsis and extra spacing between the macro transmission and the "Go Ahead", as to avoid any confusion in the future and to help facilitate the call more smoothly. A follow up letter was sent to the customer on 2/24/2011.
22	02/24/11	Customer stated "This Communication Assistant was awful and unprofessional". While the TTY customer was typing, the Communication Assistant told the voice person "These things take forever". The TTY customer typed "I DON'T KNOW" and the Communication Assistant mocked the TTY user when voicing it. Really awful inflection and was, overall, a terrible call.	02/24/11	Supervisor for this Communication Assistant received complaint today for follow-up. Supervisor met with the Communication Assistant. Supervisor stressed that the voice tone needs to be consistent with the content of call. Comments in general, and especially rude comments, cannot be made. Supervisor told Communications Assistant that another rudeness complaint can lead to further corrective action, up to, and including termination.
23	02/28/11	Voice Carry-Over user called into relay and asked the Communication Assistant to repeat their ID number. There was a long pause, no response and then the Voice Carry-Over user hung up. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	Supervisor followed up with the Communication Assistant. The Communication Assistant was instructed on how to provide Communication Assistant ID anytime you are asked by a customer. The Communication Assistant acknowledges how to handle this request in the future.
24	02/28/11	Customer was upset that the operator did not send "answering machine hung up" and "go ahead" fast enough, after her message was left. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	The Communication Assistant was coached on proper call procedure. The Communication Assistant is now aware of how to better handle this type of call.
25	03/06/11	Customer was upset and felt the Communication Assistant didn't follow instructions. When asking for a supervisor, the Communication Assistant hung up on the customer. When customer dialed back in, the same Communication Assistant hung up on the customer. In speaking with the supervisor, customer realizes that the Communication Assistant did follow instructions, but should not have hung up on her twice. Thanked the caller for the information and informed them to discuss proper procedures with the Communication Assistant. The customer did not request a follow up.	03/09/11	In following up with the Communication Assistant, the Communication Assistant recalls calling for a supervisor, at the start of the phone call for assistance, but not by the request of the customer. The Communication Assistant does not recall the customer requesting a supervisor or calling in a second time. The Communication Assistant does remember that the customer hung up before placing a phone call. Supervisor reviewed proper procedures and reviewed disconnection in any case as an immediate termination offense.
26	04/05/11	Customer stated that the Communication Assistant did not follow the customer's instruction, according to the customer note. Apologized for the inconvenience and offered a suggestion to make a slight modification to the instruction. The customer declined instructions and the customer did not request a follow up.	04/05/11	The Communication Assistant stated that the caller, immediately, asked for the supervisor. Customer did not provide a number to call. Communication Assistant followed proper protocol and the instruction in the customer note was somewhat cluttered and confusing to the Communication Assistant.
27	04/12/11	Customer upset that the Communication Assistant typed "VOICE or T", after switching Communication Assistants. The Communication Assistant did not respond to the inbound questions or requests for a supervisor, which were both spoken and typed, and then the Communication Assistant disconnected the caller. Apologized for the inconvenience and thanked the customer for the feedback. The customer did not request a follow up.	04/12/11	In following up on this complaint, the Communication Assistant stated "in the complaint" was not working at the time of this call. Unfortunately, the supervisor is unable to follow up with the Communication Assistant, that did hang up on this customer.
28	04/16/11	Operator did not verify my number like my notes say. Communication Assistant didn't type out the number and area code. I'm sick and tired of these operators ways. I don't want to use the relay service anymore! Communication Assistant In Charge checked screen and confirmed that Communication Assistant did not follow customer notes. Communication Assistant and Communication Assistant In Charge apologized several times. The customer did not request a follow up.	04/16/11	Coached the Communication Assistant on the importance of following customer notes. Communication Assistant stated that they understood the importance of following customer notes.
29	04/18/11	Complaining about this Communication Assistant and his supervisor for garbling. Wants them fired. Complaints of consistent garbling system-wide. Customer states the print-outs prove it is clear on his end. Customer does not understand why his call went to an Ohio center and thinks he is being tricked. Requests all Communication Assistants to identify what center they are located at the beginning of all calls. Requests follow-up and 'immediate action' be taken against Communication Assistant and his supervisor. Never wants either to handle his calls again. All male operators are (used inappropriate word) a****s. Customer would like follow-up contact via phone.	04/18/11	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that the customer may have discussed. The assistant supervisor, at the time, does not recall this circumstance as well. Garbling attributed to technical issue because the customer indicates it was system-wide. Attempted to follow up via phone, on the following day 4/20/2011 at 8:25pm and there not an answer. Tried again at 6/20/2011 at 8:50pm and there was no answer 6/21/2011 at 7:10pm. Reached a TTY recording to use text or dial/relay, but no answering machine and no answer on 6/21/2011 at 8:17pm. Unable to obtain further information in order to put trouble ticket into the system, for troubleshooting.

30	04/18/11	At 7:09pm CST, customer asked operator to repeat their Communication Assistant number. The Communication Assistant did not respond, customer asked for a supervisor, wanted another operator, operator hung up on inbound. Customer tried typing her requests to the operator but the operator hung up. Apologized for the inconvenience. Thanked the customer for the feedback and offered a follow up. The customer did not request a follow up.	04/18/11	In following up with the Communication Assistant, the severity of disconnecting callers was discussed and the Communication Assistant was coached on proper procedure in terms of following customers instructions and upon request, always giving the customer your Communication Assistant number.
31	04/27/11	Customer asked Communication Assistant to type Turbo code off, 45 wpm, and phone number with area code last. Communication Assistant did not do that and the customer stated they will not use this service again. The customer did not request a follow up.	04/27/11	Coached the Communication Assistant on the importance of following customers' instructions and to promptly respond to the customer. Communication Assistant understands importance of following customers' instructions.
32	04/30/11	Communication Assistant dialed out without verifying the number and also didn't verify other requests. Apologized for the inconvenience, and had another Communication Assistant take the call. The customer did not request a follow up.	04/30/11	The supervisor met with the Communication Assistant and reviewed proper procedure in following all customer instructions, as well as database notes. The Communication Assistant understands the importance of accommodating all customers requests and will act in a professional manner in the future.
33	05/09/11	The Communication Assistants did an Communication Assistant change and the inbound Voice Carry-Over user asked the new operator if the outbound party had hung up. The customer says that the operator did not respond and hung up. Customer stated they will take this to someone higher up than relay supervisors and friends say they hate relay service. Apologized to the customer for the inconvenience and said the Communication Assistant would be made aware. No follow up requested.	05/09/11	Following up with the supervisor who took the complaint. The supervisor tried, several times, to get clarification on why the Communication Assistant would have hung up. The Communication Assistant said the caller asked to be transferred to Relay Customer Service so they sent "One Moment Please" and transferred the caller to Customer service. In following up with the Communication Assistant, she recalls the customer requesting customer service after the out-bound caller had hung up. The Communication Assistant sent "ONE MOMENT PLEASE" and transferred to customer service. The supervisor on duty is able to verify this information.
34	05/12/11	A voice customer says she is unable to get through to a Voice Carry-Over number. Several operators have tried and could not get through. This did not happen before today. Apologized for any inconvenience during the call. The customer requested a follow up.	05/12/11	Technician looked into this and did not find any problems. Called the customer a few times and there was no answer nor an answering machine.
35	05/17/11	At 12:14pm CST, customer placed a call and asked the Communication Assistant for verification of her Communication Assistant number. The Communication Assistant did not respond and then disconnected the call when caller asked to speak to a supervisor. Apologized for the inconvenience, the Communication Assistant will be followed up with immediately. The customer did not request a follow up.	05/17/11	Supervisor met with the Communication Assistant and appropriate action was taken.
36	05/17/11	Customer read conversation, with the operator, to supervisor responding to the complaint. It was clear, as described to the supervisor, that the Communication Assistant was arguing with the customer. The operator also stated, to the customer, that she was reading customer notes while the customer was talking. The first note listed says "don't read customer notes first, listen to customers instructions first". The customer asked the operator to type her requests in a specific way and the operator did not follow those instructions. Apologized for the inconvenience and thanked the customer for the feedback. No follow up was requested by the customer, and they switched to another Communication Assistant to continue with the calls.	05/17/11	After receiving notification of this concern, the supervisor discussed the incident with the operator and provided the appropriate coaching to the Communication Assistant. The supervisor is confident that the operator will communicate in a professional manner in the future.
37	05/24/11	The customer states that this Communication Assistant misspelled the customer's name and the person she was calling to. Customer stated that the Communication Assistant should have asked for the correct spelling. Thought that this Communication Assistant was unprofessional. Apologized for the inconvenience and assured the customer that a follow up with the Communication Assistant will be conducted. The customer requested a follow up via mail.	05/24/11	Unable to conduct a follow up meeting with the Communication Assistant. At this time Communication Assistant ID given has not been assigned. A letter was mailed, to the customer, explaining as such on Tuesday, 5/24/2011.

South Dakota Relay Service – June 1, 2010 through May 31st, 2011

1. Total Number of TRS/CapTel complaints: 37



**South Dakota
FCC 2010 - 2011
Complaint Log**

Complaint Tracking for SD (06/01/2010-05/31/2011). Total Customer Contacts: 37

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/14/10	After giving my closing greeting, I decided I wanted to place another call but the Communication Assistant did not respond. I find this very rude and I hung up! The Communication Assistant apologized for inconvenience and then thanked them for the feedback.	06/21/10	Communication Assistant didn't remember this call, specifically. That Communication Assistant was coached on staying focused during the call, until the inbound has disconnected, and always being sure to ask customers to repeat their message, if Communication Assistant doesn't understand due to garbling, even at the end of the call.
2	06/18/10	The Communication Assistant did not respond when asked to verify their Communication Assistant number. They "dragged their feet" and I just hung up because I shouldn't need to wait. The Communication Assistant apologized to customer and thanked them for their feedback.	06/21/10	Communication Assistant said they were reading the customer's notes; however, Communication Assistant was coached on responding immediately to customers and keeping them informed at all times.
3	06/19/10	Communication Assistant dragged their feet; took "50 hours" to respond when asked to verify Communication Assistant number. Communication Assistant apologized to the customer; will follow up with Communication Assistant.	06/21/10	The manager met with the Communication Assistant and they stated they were reading the customer's notes. The supervisor coached the Communication Assistant on responding immediately, to the customer, and keeping them informed as to what they are doing.
4	06/21/10	This Communication Assistant typed, "One moment please, ma'am, reading customer notes." Customer stated "This Communication Assistant is lazy, I said my request; she shouldn't have to read them". Apologized for inconvenience and explained that all relay operators are instructed to read customer notes and keep the customer informed.	06/22/10	Communication Assistant was following relay procedure, by reading the notes, to ensure all customer requests were followed and kept customer informed by letting customer know what Communication Assistant was doing.
5	06/30/10	Communication Assistant did not inform customer that outbound was on the line and the outbound eventually hung up. The Communication Assistant did not inform the customer that the outbound had disconnected. The Communication Assistant did not pay attention to the customer. Relay Communication Assistant apologized for any inconvenience and informed the customer that the information would be forwarded to the appropriate person.	06/30/10	We do not have a Communication Assistant with the ID number listed in the complaint. We tried to look up several variations of the ID number thinking numbers had possibly been transposed but couldn't match it to a particular Communication Assistant. We are unable to do follow up due to lack of information on the Communication Assistant.
6	08/07/10	Customer was upset that notes on the screen were not followed, specifically the note that instructs communications assistant to leave voicemail message. If answering machine is reached the first time. Apologized to customer and informed that this would be forwarded to proper call center. No follow up requested.	08/09/10	Met with Communications Assistant. Communications Assistant did read the notes and it was just a matter of instinct that they began typing the recording/answering machine. Communications Assistant said they apologized to the customer.
7	08/22/10	Customer complained that the Communication Assistant didn't type "ANSWERING MACHINE PLAYING" before typing out the recording. Garbling issues made it difficult to read what was being said between the Communication Assistant and the customer. Informed customer of correct policy for typing out "answering machine playing" and got a new Communication Assistant per customer request.	08/24/10	Informed customer that it is not our policy to first send "answering machine playing", before typing out a recorded message, but if customer would like to see that done, customer is welcome to instruct the Communication Assistant to do so before placing her call.
8	08/22/10	Communication Assistant did not follow request, by not typing and informing the caller, that the turbo code is off, the microphone was muted, the wpm were set at 45 and, when verifying the number to the caller, the Communication Assistant did not separate the numbers. Thanked the customer for the feedback and found another Communication Assistant to continue the call as requested by the customer.	08/24/10	Communication Assistant was coached on the importance of following all customer instructions.
9	09/15/10	This Communication Assistant did not let me know there was a change of Communication Assistants. Thanked the customer for the feedback.	09/19/10	In following up with the Communication Assistant, the Communication Assistant said they did inform the customer of the Communication Assistant change. Due to extenuating circumstances on this call, she was able to remember this in particular. The Communication Assistant was coached on the importance of always following customer notes and instructions on every call.
10	09/15/10	Accuracy of captions	09/15/10	Customer reported an offensive and wrong word being captioned on a recent call. Customer provided the date and time of the call as well as the Communications Assistant number, with specific words that were not captioned correctly. Customer Service Representative thanked customer for the information and apologized for the experience. Advised customer that this detail would be investigated by the Captioning Center Supervisor. Call detail was sent to the Captioning Center Management to review with the individual Communications Assistant.
11	10/29/10	Unable to make captioned calls	10/29/10	Customer's daughter reported the need to "wait for an operator" when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
12	11/02/10	Accuracy of captions	11/02/10	Customer's daughter reported that there are frequent errors, in the captions, that appear on her mother's CapTel screen. Customer Service Representative explained how captions are produced, by captionists, and recommended that CapTel user record data time and Communications Assistant number, so Customer Service Representative can take specific notes and follow up with the Communications Assistant and the Communications Assistant's supervisor.
13	11/03/10	Communication Assistant did not "sign off" and, therefore, the inbound caller was not sure if the outbound caller was still connected. This call took place today, 11/3/2010, at approximately 8:45AM CT. Communication Assistant apologized for the inconvenience and the customer did not request a follow up.	11/03/10	In following up, the Communication Assistant did not remember the call. The supervisor coached the Communication Assistant, on the proper way to close a call, so that the customer is kept informed, of the progress, of their calls.
14	12/13/10	Customer called and stated that Communication Assistant didn't respond to greeting or requests for customer service or a supervisor. Communication Assistant did type, after a long pause, that there was a technical issue, apologized, and to please call back. Customer didn't understand why it took so long for the Communication Assistant to respond. Apologized and offered follow up with the customer. The customer would like a follow up letter.	12/18/10	In following up with the Communication Assistant and supervisor on duty at the time of this call, they were able to confirm that there was a technical issue that didn't allow them to hear the Voice Carry-Over customer speaking. The Voice Carry-Over customer hung up and dialed back, into relay, reaching the same supervisor who had just observed the call with technical issues. The supervisor apologized, again, for the inconvenience and the Communication Assistant was able to place calls for this customer at that time. A follow up letter has been mailed to the customer on 12/27/2010.
15	12/18/10	Said Communication Assistant hung up or transferred without knowledge. Very upset about being transferred or hung up on. Apologized for inconvenience and told customer would pass along to Communication Assistant's supervisor. Thanked customer for feedback and offered follow up. The customer does not want a follow up.	12/18/10	Communication Assistant stated that they honored customer's request for a supervisor, but the supervisor was occupied at the moment. The assistant supervisor instructed the Communication Assistant to transfer to customer service, which the Communication Assistant did. Communication Assistant was following assistant supervisor's instruction, however, the Communication Assistant was provided feedback what to do in this circumstance if it was to occur again.

16	12/21/10	Technical - General	12/21/10	Customer stated, yesterday, she was not able to make or receive captioned calls. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
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18	02/03/11	Service - General	02/03/11	Customer reported that he cannot receive calls with captions, but they go through without captions. Customer Service Representative advised customer that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
19	02/11/11	Customer called in and asked Communication Assistant to repeat his Communication Assistant number. The Communication Assistant repeated the relay announcement, stating the relay name, his Communication Assistant number and asked for what number to call. Customer says they did not have a chance to speak the number to the Communication Assistant and the Communication Assistant sent the same information again and then typed "Due to no response, I will now be hanging up have a nice day". Apologized for the inconvenience and thanked the customer for the feedback.	02/17/11	In following up with the Communication Assistant, supervisor coached on appropriate disconnect procedures. The Communication Assistant is now aware of appropriate procedure and will handle all calls in a more professional manner. A follow up was not requested by the customer.
20	02/15/11	Communication Assistant did not type "microphone muted" as caller had instructed. Supervisor did observe that "microphone muted" was on the screen, after the "calling to number" was verified. Communication Assistant did not let the caller interrupt with X's when the Communication Assistant was typing. Customer asked supervisor if her X's were on the screen. The supervisor was not able to see any X's sent by the inbound transmitted on the screen. Apologized for the inconvenience. A follow up was requested by the customer.	02/17/11	Supervisor on the floor verified that Communication Assistant typed "mic muted" by observing it on the Communication Assistant's screen. Supervisor did not see any X's. A follow up letter was sent to the customer on 2/24/2011.
21	02/24/11	Communication Assistant sent ringing and then typed "Go Ahead". The customer didn't know someone had answered. Then the Communication Assistant sent a message stating that the person hung up; customer wasn't able to speak to outbound. Apologized for the inconvenience and the customer would like a follow up letter sent.	02/24/11	In following up with the Communication Assistant, the customer's instructions were to only send the "Go Ahead" when a person answered the phone. The transmission speed on this call was slower, so once the line was answered and the "Go Ahead" was sent it appeared to have only said "RINGING Go Ahead". While the Communication Assistant was following customer instructions, a better typing style would have prevented any confusion. The Communication Assistant was instructed to use ellipsis and extra spacing between the macro transmission and the "Go Ahead", as to avoid any confusion in the future and to help facilitate the call more smoothly. A follow up letter was sent to the customer on 2/24/2011.
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31	04/27/11	Customer asked Communication Assistant to type Turbo code off, 45 wpm, and phone number with area code last. Communication Assistant did not do that and the customer stated they will not use this service again. The customer did not request a follow up.	04/27/11	Coached the Communication Assistant on the importance of following customers' instructions and to promptly respond to the customer. Communication Assistant understands importance of following customers' instructions.
32	04/30/11	Communication Assistant dialed out without verifying the number and also didn't verify other requests. Apologized for the inconvenience, and had another Communication Assistant take the call. The customer did not request a follow up.	04/30/11	The supervisor met with the Communication Assistant and reviewed proper procedure in following all customer instructions, as well as database notes. The Communication Assistant understands the importance of accommodating all customers requests and will act in a professional manner in the future.
33	05/09/11	The Communication Assistants did an Communication Assistant change and the inbound Voice Carry-Over user asked the new operator if the outbound party had hung up. The customer says that the operator did not respond and hung up. Customer stated they will take this to someone higher up than relay supervisors and friends say they hate relay service. Apologized to the customer for the inconvenience and said the Communication Assistant would be made aware. No follow up requested.	05/09/11	Following up with the supervisor who took the complaint. The supervisor tried, several times, to get clarification on why the Communication Assistant would have hung up. The Communication Assistant said the caller asked to be transferred to Relay Customer Service so they sent "One Moment Please" and transferred the caller to Customer service. In following up with the Communication Assistant, she recalls the customer requesting customer service after the out-bound caller had hung up. The Communication Assistant sent "ONE MOMENT PLEASE" and transferred to customer service. The supervisor on duty is able to verify this information.
34	05/12/11	A voice customer says she is unable to get through to a Voice Carry-Over number. Several operators have tried and could not get through. This did not happen before today. Apologized for any inconvenience during the call. The customer requested a follow up.	05/12/11	Technician looked into this and did not find any problems. Called the customer a few times and there was no answer nor an answering machine.
35	05/17/11	At 12:14pm CST, customer placed a call and asked the Communication Assistant for verification of her Communication Assistant number. The Communication Assistant did not respond and then disconnected the call when caller asked to speak to a supervisor. Apologized for the inconvenience, the Communication Assistant will be followed up with immediately. The customer did not request a follow up.	05/17/11	Supervisor met with the Communication Assistant and appropriate action was taken.
36	05/17/11	Customer read conversation, with the operator, to supervisor responding to the complaint. It was clear, as described to the supervisor, that the Communication Assistant was arguing with the customer. The operator also stated, to the customer, that she was reading customer notes while the customer was talking. The first note listed says "don't read customer notes first, listen to customers instructions first". The customer asked the operator to type her requests in a specific way and the operator did not follow those instructions. Apologized for the inconvenience and thanked the customer for the feedback. No follow up was requested by the customer, and they switched to another Communication Assistant to continue with the calls.	05/17/11	After receiving notification of this concern, the supervisor discussed the incident with the operator and provided the appropriate coaching to the Communication Assistant. The supervisor is confident that the operator will communicate in a professional manner in the future.
37	05/24/11	The customer states that this Communication Assistant misspelled the customer's name and the person she was calling to. Customer stated that the Communication Assistant should have asked for the correct spelling. Thought that this Communication Assistant was unprofessional. Apologized for the inconvenience and assured the customer that a follow up with the Communication Assistant will be conducted. The customer requested a follow up via mail.	05/24/11	Unable to conduct a follow up meeting with the Communication Assistant. At this time Communication Assistant ID given has not been assigned. A letter was mailed, to the customer, explaining as such on Tuesday, 5/24/2011.

South Dakota Relay Service – June 1, 2010 through May 31st, 2011

1. Total Number of TRS/CapTel complaints: 37



**South Dakota
FCC 2010 - 2011
Complaint Log**

Complaint Tracking for SD (06/01/2010-05/31/2011). Total Customer Contacts: 37

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/14/10	After giving my closing greeting, I decided I wanted to place another call but the Communication Assistant did not respond. I find this very rude and I hung up! The Communication Assistant apologized for inconvenience and then thanked them for the feedback.	06/21/10	Communication Assistant didn't remember this call, specifically. That Communication Assistant was coached on staying focused during the call, until the inbound has disconnected, and always being sure to ask customers to repeat their message, if Communication Assistant doesn't understand due to garbling, even at the end of the call.
2	06/18/10	The Communication Assistant did not respond when asked to verify their Communication Assistant number. They "dragged their feet" and I just hung up because I shouldn't need to wait. The Communication Assistant apologized to customer and thanked them for their feedback.	06/21/10	Communication Assistant said they were reading the customer's notes; however, Communication Assistant was coached on responding immediately to customers and keeping them informed at all times.
3	06/19/10	Communication Assistant dragged their feet; took "50 hours" to respond when asked to verify Communication Assistant number. Communication Assistant apologized to the customer; will follow up with Communication Assistant.	06/21/10	The manager met with the Communication Assistant and they stated they were reading the customer's notes. The supervisor coached the Communication Assistant on responding immediately, to the customer, and keeping them informed as to what they are doing.
4	06/21/10	This Communication Assistant typed, "One moment please, me'am, reading customer notes". Customer stated "this Communication Assistant is lazy, I said my requests; she shouldn't have to read them". Apologized for inconvenience and explained that all relay operators are instructed to read customer notes and keep the customer informed.	06/22/10	Communication Assistant was following relay procedure, by reading the notes, to ensure all customer requests were followed and kept customer informed by letting customer know what Communication Assistant was doing.
5	06/30/10	Communication Assistant did not inform customer that outbound was on the line and the outbound eventually hung up. The Communication Assistant did not inform the customer that the outbound had disconnected. The Communication Assistant did not pay attention to the customer. Relay Communication Assistant apologized for any inconvenience and informed the customer that the information would be forwarded to the appropriate person.	06/30/10	We do not have an Communication Assistant with the ID number listed in the complaint. We tried to look up several variations of the ID number thinking numbers had possibly been transposed but couldn't match it to a particular Communication Assistant. We are unable to do follow up due to lack of information on the Communication Assistant.
6	08/07/10	Customer was upset that notes on the screen were not followed, specifically the note that instructs communications assistant to leave voice message, if answering machine is reached the first time. Apologized to customer and informed that this would be forwarded to proper call center. No follow up requested.	08/09/10	Met with Communications Assistant. Communications Assistant did read the notes and it was just a matter of instinct that they began typing the recording/answering machine. Communications Assistant said they apologized to the customer.
7	08/22/10	Customer complained that the Communication Assistant didn't type "ANSWERING MACHINE PLAYING" before typing out the recording. Garbling issues made it difficult to read what was being said between the Communication Assistant and the customer. Informed customer of correct policy for typing out "answering machine playing" and got a new Communication Assistant per customer request.	08/24/10	Informed customer that it is not our policy to first send "answering machine playing", before typing out a recorded message, but if customer would like to see that done, customer is welcome to instruct the Communication Assistant to do so before placing her call.
8	08/22/10	Communication Assistant did not follow request, by not typing and informing the caller, that the turbo code is off, the microphone was muted, the wpm were set at 45 and, when verifying the number to the caller, the Communication Assistant did not separate the numbers. Thanked the customer for the feedback and found another Communication Assistant to continue the call as requested by the customer.	08/24/10	Communication Assistant was coached on the importance of following all customer instructions.
9	09/15/10	This Communication Assistant did not let me know there was a change of Communication Assistants. Thanked the customer for the feedback.	09/19/10	In following up with the Communication Assistant, the Communication Assistant said they did inform the customer of the Communication Assistant change. Due to extenuating circumstances on this call, she was able to remember this in particular. The Communication Assistant was coached on the importance of always following customer notes and instructions on every call.
10	09/15/10	Accuracy of captions	09/15/10	Customer reported an offensive and wrong word being captioned on a recent call. Customer provided the date and time of the call as well as the Communications Assistant number, with specific words that were not captioned correctly. Customer Service Representative thanked customer for the information and apologized for the experience. Advised customer that this detail would be investigated by the Captioning Center Supervisor. Call detail was sent to the Captioning Center Management to review with the individual Communications Assistant.
11	10/29/10	Unable to make captioned calls	10/29/10	Customer's daughter reported the need to "wait for an operator" when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
12	11/02/10	Accuracy of captions	11/02/10	Customer's daughter reported that there are frequent errors, in the captions, that appear on her mother's CapTel screen. Customer Service Representative explained how captions are produced, by captionists, and recommended that CapTel user record date time and Communications Assistant number, so Customer Service Representative can take specific notes and follow up with the Communications Assistant and the Communications Assistant's supervisor.
13	11/03/10	Communication Assistant did not "sign off" and, therefore, the inbound caller was not sure if the outbound caller was still connected. This call took place today, 11/3/2010, at approximately 8:45AM CT. Communication Assistant apologized for the inconvenience and the customer did not request a follow up.	11/03/10	In following up, the Communication Assistant did not remember the call. The supervisor coached the Communication Assistant, on the proper way to close a call, so that the customer is kept informed, of the progress, of their calls.
14	12/13/10	Customer called and stated that Communication Assistant didn't respond to greeting or requests for customer service or a supervisor. Communication Assistant did type, after a long pause, that there was a technical issue, apologized, and to please call back. Customer didn't understand why it took so long for the Communication Assistant to respond. Apologized and offered follow up with the customer. The customer would like a follow up letter.	12/18/10	In following up with the Communication Assistant and supervisor on duty at the time of this call, they were able to confirm that there was a technical issue that didn't allow them to hear the Voice Carry-Over customer speaking. The Voice Carry-Over customer hung up and dialed back, into relay, reaching the same supervisor who had just observed the call with technical issues. The supervisor apologized, again, for the inconvenience and the Communication Assistant was able to place calls for this customer at that time. A follow up letter has been mailed to the customer on 12/27/2010.
15	12/18/10	Said Communication Assistant hung up or transferred without knowledge. Very upset about being transferred or hung up on. Apologized for inconvenience and told customer would pass along to Communication Assistant's supervisor. Thanked customer for feedback and offered follow up. The customer does not want a follow up.	12/18/10	Communication Assistant stated that they honored customer's request for a supervisor, but the supervisor was occupied at the moment. The assistant supervisor instructed the Communication Assistant to transfer to customer service, which the Communication Assistant did. Communication Assistant was following assistant supervisor's instruction, however, the Communication Assistant was provided feedback what to do in this circumstance if it was to occur again.

16	12/21/10	Technical - General	12/21/10	Customer stated, yesterday, she was not able to make or receive captioned calls. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
17	01/20/11	Customer is upset and felt that the Communication Assistant did not follow instructions, such as, verifying all numbers before out dial. Thanked the customer for the feedback and apologized for the inconvenience.	01/25/11	In following up with the Communication Assistant, they verified the number, but it wasn't in the specific order that the caller gave, at the beginning of the call. He had a difficult time understanding the caller's instructions, as the caller gave them too quickly. Supervisor instructed Communication Assistant to always confirm any caller's instructions if he is unsure of what was said.
18	02/03/11	Service - General	02/03/11	Customer reported that he cannot receive calls with captions, but they go through without captions. Customer Service Representative advised customer that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
19	02/11/11	Customer called in and asked Communication Assistant to repeat his Communication Assistant number. The Communication Assistant repeated the relay announcement, stating the relay name, his Communication Assistant number and asked for what number to call. Customer says they did not have a chance to speak the number to the Communication Assistant and the Communication Assistant sent the same information again and then typed "Due to no response, I will now be hanging up have a nice day". Apologized for the inconvenience and thanked the customer for the feedback.	02/17/11	In following up with the Communication Assistant, supervisor coached on appropriate disconnect procedures. The Communication Assistant is now aware of appropriate procedure and will handle all calls in a more professional manner. A follow up was not requested by the customer.
20	02/15/11	Communication Assistant did not type "microphone muted" as caller had instructed. Supervisor did observe that "microphone muted" was on the screen, after the "calling to number" was verified. Communication Assistant did not let the caller interrupt with X's when the Communication Assistant was typing. Customer asked supervisor if her X's were on the screen. The supervisor was not able to see any X's sent by the inbound transmitted on the screen. Apologized for the inconvenience. A follow up was requested by the customer.	02/17/11	Supervisor on the floor verified that Communication Assistant typed "mic muted" by observing it on the Communication Assistant's screen. Supervisor did not see any X's. A follow up letter was sent to the customer on 2/24/2011.
21	02/24/11	Communication Assistant sent ringing and then typed "Go Ahead". The customer didn't know someone had answered. Then the Communication Assistant sent a message stating that the person hung up; customer wasn't able to speak to outbound. Apologized for the inconvenience and the customer would like a follow up letter sent.	02/24/11	In following up with the Communication Assistant, the customer's instructions were to only send the "Go Ahead" when a person answered the phone. The transmission speed on this call was slower, so once the line was answered and the "Go Ahead" was sent it appeared to have only said "RINGING Go Ahead". While the Communication Assistant was following customer instructions, a better typing style would have prevented any confusion. The Communication Assistant was instructed to use ellipsis and extra spacing between the macro transmission and the "Go Ahead", as to avoid any confusion in the future and to help facilitate the call more smoothly. A follow up letter was sent to the customer on 2/24/2011.
22	02/24/11	Customer stated "This Communication Assistant was awful and unprofessional". While the TTY customer was typing, the Communication Assistant told the voice person "These things take forever". The TTY customer typed "I DON'T KNOW" and the Communication Assistant mocked the TTY user when voicing it. Really awful inflection and was, overall, a terrible call.	02/24/11	Supervisor for this Communication Assistant received complaint today for follow-up. Supervisor met with the Communication Assistant. Supervisor stressed that the voice tone needs to be consistent with the content of call. Comments in general, and especially rude comments, cannot be made. Supervisor told Communications Assistant that another rudeness complaint can lead to further corrective action, up to, and including termination.
23	02/28/11	Voice Carry-Over user called into relay and asked the Communication Assistant to repeat their ID number. There was a long pause, no response and then the Voice Carry-Over user hung up. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	Supervisor followed up with the Communication Assistant. The Communication Assistant was instructed on how to provide Communication Assistant ID anytime you are asked by a customer. The Communication Assistant acknowledges how to handle this request in the future.
24	02/28/11	Customer was upset that the operator did not send "answering machine hung up" and "go ahead" fast enough, after her message was left. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	The Communication Assistant was coached on proper call procedure. The Communication Assistant is now aware of how to better handle this type of call.
25	03/06/11	Customer was upset and felt the Communication Assistant didn't follow instructions. When asking for a supervisor, the Communication Assistant hung up on the customer. When customer dialed back in, the same Communication Assistant hung up on the customer. In speaking with the supervisor, customer realizes that the Communication Assistant did follow instructions, but should not have hung up on her twice. Thanked the caller for the information and informed them to discuss proper procedures with the Communication Assistant. The customer did not request a follow up.	03/09/11	In following up with the Communication Assistant, the Communication Assistant recalls calling for a supervisor, at the start of the phone call for assistance, but not by the request of the customer. The Communication Assistant does not recall the customer requesting a supervisor or calling in a second time. The Communication Assistant does remember that the customer hung up before placing a phone call. Supervisor reviewed proper procedures and reviewed disconnection in any case as an immediate termination offense.
26	04/05/11	Customer stated that the Communication Assistant did not follow the customer's instruction, according to the customer note. Apologized for the inconvenience and offered a suggestion to make a slight modification to the instruction. The customer declined instructions and the customer did not request a follow up.	04/05/11	The Communication Assistant stated that the caller, immediately, asked for the supervisor. Customer did not provide a number to call. Communication Assistant followed proper protocol and the instruction in the customer note was somewhat cluttered and confusing to the Communication Assistant.
27	04/12/11	Customer upset that the Communication Assistant typed "VOICE or T", after switching Communication Assistants. The Communication Assistant did not respond to the inbound questions or requests for a supervisor, which were both spoken and typed, and then the Communication Assistant disconnected the caller. Apologized for the inconvenience and thanked the customer for the feedback. The customer did not request a follow up.	04/12/11	In following up on this complaint, the Communication Assistant stated "in the complaint" was not working at the time of this call. Unfortunately, the supervisor is unable to follow up with the Communication Assistant, that did hang up on this customer.
28	04/16/11	Operator did not verify my number like my notes say. Communication Assistant didn't type out the number and area code. I'm sick and tired of these operators ways. I don't want to use the relay service anymore! Communication Assistant In Charge checked screen and confirmed that Communication Assistant did not follow customer notes. Communication Assistant and Communication Assistant In Charge apologized several times. The customer did not request a follow up.	04/16/11	Coached the Communication Assistant on the importance of following customer notes. Communication Assistant stated that they understood the importance of following customer notes.
29	04/18/11	Complaining about this Communication Assistant and his supervisor for garbling. Wants them fired. Complaints of constant garbling system-wide. Customer states the print-outs prove it is clear on his end. Customer does not understand why his call went to an Ohio center and thinks he is being tricked. Requests all Communication Assistants to identify what center they are located at the beginning of all calls. Requests follow-up and immediate action be taken against Communication Assistant and his supervisor. Never wants either to handle his calls again. All male operators are (used inappropriate word) a****s. Customer would like follow-up contact via phone.	04/18/11	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that the customer may have discussed. The assistant supervisor, at the time, does not recall this circumstance as well. Garbling attributed to technical issue because the customer indicates it was system-wide. Attempted to follow up via phone, on the following day 4/20/2011 at 8:25pm and there was no answer. Tried again at 6/20/2011 at 8:50pm and there was no answer 5/21/2011 at 7:10pm. Reached a TTY recording to use text or dial/record, but no answering machine and no answer on 5/21/2011 at 8:17pm. Unable to obtain further information in order to put trouble ticket into the system, for troubleshooting.

30	04/18/11	At 7:09pm CST, customer asked operator to repeat their Communication Assistant number. The Communication Assistant did not respond, customer asked for a supervisor, wanted another operator, operator hung up on inbound. Customer tried typing her requests to the operator but the operator hung up. Apologized for the inconvenience. Thanked the customer for the feedback and offered a follow up. The customer did not request a follow up.	04/18/11	In following up with the Communication Assistant, the severity of disconnecting callers was discussed and the Communication Assistant was coached on proper procedure in terms of following customers instructions and upon request, always giving the customer your Communication Assistant number.
31	04/27/11	Customer asked Communication Assistant to type Turbo code off, 45 wpm, and phone number with area code last. Communication Assistant did not do that and the customer stated they will not use this service again. The customer did not request a follow up.	04/27/11	Coached the Communication Assistant on the importance of following customers' instructions and to promptly respond to the customer. Communication Assistant understands importance of following customers' instructions.
32	04/30/11	Communication Assistant dialed out without verifying the number and also didn't verify other requests. Apologized for the inconvenience, and had another Communication Assistant take the call. The customer did not request a follow up.	04/30/11	The supervisor met with the Communication Assistant and reviewed proper procedure in following all customer instructions, as well as database notes. The Communication Assistant understands the importance of accommodating all customers requests and will act in a professional manner in the future.
33	05/09/11	The Communication Assistants did an Communication Assistant change and the inbound Voice Carry-Over user asked the new operator if the outbound party had hung up. The customer says that the operator did not respond and hung up. Customer stated they will take this to someone higher up than relay supervisors and friends say they hate relay service. Apologized to the customer for the inconvenience and said the Communication Assistant would be made aware. No follow up requested.	05/09/11	Following up with the supervisor who took the complaint. The supervisor tried, several times, to get clarification on why the Communication Assistant would have hung up. The Communication Assistant said the caller asked to be transferred to Relay Customer Service so they sent "One Moment Please" and transferred the caller to Customer service. In following up with the Communication Assistant, she recalls the customer requesting customer service after the out-bound caller had hung up. The Communication Assistant sent "ONE MOMENT PLEASE" and transferred to customer service. The supervisor on duty is able to verify this information.
34	05/12/11	A voice customer says she is unable to get through to a Voice Carry-Over number. Several operators have tried and could not get through. This did not happen before today. Apologized for any inconvenience during the call. The customer requested a follow up.	05/12/11	Technician looked into this and did not find any problems. Called the customer a few times and there was no answer nor an answering machine.
35	05/17/11	At 12:14pm CST, customer placed a call and asked the Communication Assistant for verification of her Communication Assistant number. The Communication Assistant did not respond and then disconnected the call when caller asked to speak to a supervisor. Apologized for the inconvenience, the Communication Assistant will be followed up with immediately. The customer did not request a follow up.	05/17/11	Supervisor met with the Communication Assistant and appropriate action was taken.
36	05/17/11	Customer read conversation, with the operator, to supervisor responding to the complaint. It was clear, as described to the supervisor, that the Communication Assistant was arguing with the customer. The operator also stated, to the customer, that she was reading customer notes while the customer was talking. The first note listed says "don't read customer notes first, listen to customers instructions first". The customer asked the operator to type her requests in a specific way and the operator did not follow those instructions. Apologized for the inconvenience and thanked the customer for the feedback. No follow up was requested by the customer, and they switched to another Communication Assistant to continue with the calls.	05/17/11	After receiving notification of this concern, the supervisor discussed the incident with the operator and provided the appropriate coaching to the Communication Assistant. The supervisor is confident that the operator will communicate in a professional manner in the future.
37	05/24/11	The customer states that this Communication Assistant misspelled the customer's name and the person she was calling to. Customer stated that the Communication Assistant should have asked for the correct spelling. Thought that this Communication Assistant was unprofessional. Apologized for the inconvenience and assured the customer that a follow up with the Communication Assistant will be conducted. The customer requested a follow up via mail.	05/24/11	Unable to conduct a follow up meeting with the Communication Assistant. At this time Communication Assistant ID given has not been assigned. A letter was mailed, to the customer, explaining as such on Tuesday, 5/24/2011.

South Dakota Relay Service – June 1, 2010 through May 31st, 2011

1. Total Number of TRS/CapTel complaints: 37



**South Dakota
FCC 2010 - 2011
Complaint Log**

Complaint Tracking for SD (06/01/2010-05/31/2011). Total Customer Contacts: 37

Yelly	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/14/10	After giving my closing greeting, I decided I wanted to place another call but the Communication Assistant did not respond. I find this very rude and I hung up! The Communication Assistant apologized for inconvenience and then thanked them for the feedback.	06/21/10	Communication Assistant didn't remember this call, specifically. That Communication Assistant was coached on staying focused during the call, until the inbound has disconnected, and always being sure to ask customers to repeat their message, if Communication Assistant doesn't understand due to garbling, even at the end of the call.
2	06/18/10	The Communication Assistant did not respond when asked to verify their Communication Assistant number. They "dragged their feet" and I just hung up because I shouldn't need to wait. The Communication Assistant apologized to customer and thanked them for their feedback.	06/21/10	Communication Assistant said they were reading the customer's notes; however, Communication Assistant was coached on responding immediately to customers and keeping them informed at all times.
3	06/19/10	Communication Assistant dragged their feet; took "50 hours" to respond when asked to verify Communication Assistant number. Communication Assistant apologized to the customer; will follow up with Communication Assistant.	06/21/10	The manager met with the Communication Assistant and they stated they were reading the customer's notes. The supervisor coached the Communication Assistant on responding immediately, to the customer, and keeping them informed as to what they are doing.
4	06/21/10	This Communication Assistant typed, "One moment please, ma'am, reading customer notes". Customer stated "this Communication Assistant is lazy, I said my requests; she shouldn't have to read them". Apologized for inconvenience and explained that all relay operators are instructed to read customer notes and keep the customer informed.	06/22/10	Communication Assistant was following relay procedure, by reading the notes, to ensure all customer requests were followed and kept customer informed by letting customer know what Communication Assistant was doing.
5	06/30/10	Communication Assistant did not inform customer that outbound was on the line and the outbound eventually hung up. The Communication Assistant did not inform the customer that the outbound had disconnected. The Communication Assistant did not pay attention to the customer. Relay Communication Assistant apologized for any inconvenience and informed the customer that the information would be forwarded to the appropriate person.	06/30/10	We do not have an Communication Assistant with the ID number listed in the complaint. We tried to look up several variations of the ID number thinking numbers had possibly been transposed but couldn't match it to a particular Communication Assistant. We are unable to do follow up due to lack of information on the Communication Assistant.
6	08/07/10	Customer was upset that notes on the screen were not followed, specifically the note that instructs communications assistant to leave voicemail message, if answering machine is reached the first time. Apologized to customer and informed that this would be forwarded to proper call center. No follow up requested.	08/09/10	Met with Communications Assistant. Communications Assistant did read the notes and it was just a matter of instinct that they began typing the recording/answering machine. Communications Assistant said they apologized to the customer.
7	08/22/10	Customer complained that the Communication Assistant didn't type "ANSWERING MACHINE PLAYING" before typing out the recording. Garbling issues made it difficult to read what was being said between the Communication Assistant and the customer. Informed customer of correct policy for typing out "answering machine playing" and got a new Communication Assistant per customer request.	08/24/10	Informed customer that it is not our policy to first send "answering machine playing", before typing out a recorded message, but if customer would like to see that done, customer is welcome to instruct the Communication Assistant to do so before placing her call.
8	08/22/10	Communication Assistant did not follow request, by not typing and informing the caller, that the turbo code is off, the microphone was muted, the wpm were set at 45 and, when verifying the number to the caller, the Communication Assistant did not separate the numbers. Thanked the customer for the feedback and found another Communication Assistant to continue the call as requested by the customer.	08/24/10	Communication Assistant was coached on the importance of following all customer instructions.
9	09/15/10	This Communication Assistant did not let me know there was a change of Communication Assistants. Thanked the customer for the feedback.	09/19/10	In following up with the Communication Assistant, the Communication Assistant said they did inform the customer of the Communication Assistant change. Due to extenuating circumstances on this call, she was able to remember this in particular. The Communication Assistant was coached on the importance of always following customer notes and instructions on every call.
10	09/15/10	Accuracy of captions	09/15/10	Customer reported an offensive and wrong word being captioned on a recent call. Customer provided the date and time of the call as well as the Communications Assistant number, with specific words that were not captioned correctly. Customer Service Representative thanked customer for the information and apologized for the experience. Advised customer that this detail would be investigated by the Captioning Center Supervisor. Call detail was sent to the Captioning Center Management to review with the Individual Communications Assistant.
11	10/29/10	Unable to make captioned calls	10/29/10	Customer's daughter reported the need to "wait for an operator" when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
12	11/02/10	Accuracy of captions	11/02/10	Customer's daughter reported that there are frequent errors, in the captions, that appear on her mother's CapTel screen. Customer Service Representative explained how captions are produced, by captionists, and recommended that CapTel user record date time and Communications Assistant number, so Customer Service Representative can take specific notes and follow up with the Communications Assistant and the Communications Assistant's supervisor.
13	11/03/10	Communication Assistant did not "sign off" and, therefore, the inbound caller was not sure if the outbound caller was still connected. This call took place today, 11/3/2010, at approximately 8:45AM CT. Communication Assistant apologized for the inconvenience and the customer did not request a follow up.	11/03/10	In following up, the Communication Assistant did not remember the call. The supervisor coached the Communication Assistant, on the proper way to close a call, so that the customer is kept informed, of the progress, of their calls.
14	12/13/10	Customer called and stated that Communication Assistant didn't respond to greeting or requests for customer service or a supervisor. Communication Assistant did type, after a long pause, that there was a technical issue, apologized, and to please call back. Customer didn't understand why it took so long for the Communication Assistant to respond. Apologized and offered follow up with the customer. The customer would like a follow up letter.	12/18/10	In following up with the Communication Assistant and supervisor on duty at the time of this call, they were able to confirm that there was a technical issue that didn't allow them to hear the Voice Carry-Over customer speaking. The Voice Carry-Over customer hung up and dialed back. Into relay, reaching the same supervisor who had just observed the call with technical issues. The supervisor apologized, again, for the inconvenience and the Communication Assistant was able to place calls for this customer at that time. A follow up letter has been mailed to the customer on 12/27/2010.
15	12/18/10	Said Communication Assistant hung up or transferred without knowledge. Very upset about being transferred or hung up on. Apologized for inconvenience and told customer would pass along to Communication Assistants supervisor. Thanked customer for feedback and offered follow up. The customer does not want a follow up.	12/18/10	Communication Assistant stated that they honored customer's request for a supervisor, but the supervisor was occupied at the moment. The assistant supervisor instructed the Communication Assistant to transfer to customer service, which the Communication Assistant did. Communication Assistant was following assistant supervisor's instruction, however, the Communication Assistant was provided feedback what to do in this circumstance if it was to occur again.

16	12/21/10	Technical - General	12/21/10	Customer stated, yesterday, she was not able to make or receive captioned calls. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
17	01/20/11	Customer is upset and felt that the Communication Assistant did not follow instructions, such as, verifying all numbers before out dial. Thanked the customer for the feedback and apologized for the inconvenience.	01/25/11	In following up with the Communication Assistant, they verified the number, but it wasn't in the specific order that the caller gave, at the beginning of the call. He had a difficult time understanding the caller's instructions, as the caller gave them too quickly. Supervisor instructed Communication Assistant to always confirm any caller's instructions if he is unsure of what was said.
18	02/03/11	Service - General	02/03/11	Customer reported that he cannot receive calls with captions, but they go through without captions. Customer Service Representative advised customer that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
19	02/11/11	Customer called in and asked Communication Assistant to repeat his Communication Assistant number. The Communication Assistant repeated the relay announcement, stating the relay name, his Communication Assistant number and asked for what number to call. Customer says they did not have a chance to speak the number to the Communication Assistant and the Communication Assistant sent the same information again and then typed "Due to no response, I will now be hanging up have a nice day". Apologized for the inconvenience and thanked the customer for the feedback.	02/17/11	In following up with the Communication Assistant, supervisor coached on appropriate disconnect procedures. The Communication Assistant is now aware of appropriate procedure and will handle all calls in a more professional manner. A follow up was not requested by the customer.
20	02/15/11	Communication Assistant did not type "microphone muted" as caller had instructed. Supervisor did observe that "microphone muted" was on the screen, after the "calling to number" was verified. Communication Assistant did not let the caller interrupt with X's when the Communication Assistant was typing. Customer asked supervisor if her X's were on the screen. The supervisor was not able to see any X's sent by the inbound transmission on the screen. Apologized for the inconvenience. A follow up was requested by the customer.	02/17/11	Supervisor on the floor verified that Communication Assistant typed "mic muted" by observing it on the Communication Assistant's screen. Supervisor did not see any X's. A follow up letter was sent to the customer on 2/24/2011.
21	02/24/11	Communication Assistant sent ringing and then typed "Go Ahead". The customer didn't know someone had answered. Then the Communication Assistant sent a message stating that the person hung up; customer wasn't able to speak to outbound. Apologized for the inconvenience and the customer would like a follow up letter sent.	02/24/11	In following up with the Communication Assistant, the customers instructions were to only send the "Go Ahead" when a person answered the phone. The transmission speed on this call was slower, so once the line was answered and the "Go Ahead" was sent it appeared to have only said "RINGING Go Ahead". While the Communication Assistant was following customer instructions, a better typing style would have prevented any confusion. The Communication Assistant was instructed to use ellipsis and extra spacing between the macro transmission and the "Go Ahead", as to avoid any confusion in the future and to help facilitate the call more smoothly. A follow up letter was sent to the customer on 2/24/2011.
22	02/24/11	Customer stated "This Communication Assistant was awful and unprofessional". While the TTY customer was typing, the Communication Assistant told the voice person "These things take forever". The TTY customer typed "I DON'T KNOW" and the Communication Assistant mocked the TTY user when voicing it. Really awful inflection and was, overall, a terrible call.	02/24/11	Supervisor for this Communication Assistant received complaint today for follow-up. Supervisor met with the Communication Assistant. Supervisor stressed that the voice tone needs to be consistent with the content of call. Comments in general, and especially rude comments, cannot be made. Supervisor told Communications Assistant that another rudeness complaint can lead to further corrective action, up to, and including termination.
23	02/28/11	Voice Carry-Over user called into relay and asked the Communication Assistant to repeat their ID number. There was a long pause, no response and then the Voice Carry-Over user hung up. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	Supervisor followed up with the Communication Assistant. The Communication Assistant was instructed on how to provide Communication Assistant ID anytime you are asked by a customer. The Communication Assistant acknowledges how to handle this request in the future.
24	02/28/11	Customer was upset that the operator did not send "answering machine hung up" and "go ahead" fast enough, after her message was left. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	The Communication Assistant was coached on proper call procedure. The Communication Assistant is now aware of how to better handle this type of call.
25	03/06/11	Customer was upset and felt the Communication Assistant didn't follow instructions. When asking for a supervisor, the Communication Assistant hung up on the customer. When customer dialed back in, the same Communication Assistant hung up on the customer. In speaking with the supervisor, customer realizes that the Communication Assistant did follow instructions, but should not have hung up on her twice. Thanked the caller for the information and informed them to discuss proper procedures with the Communication Assistant. The customer did not request a follow up.	03/09/11	In following up with the Communication Assistant, the Communication Assistant recalls calling for a supervisor, at the start of the phone call for assistance, but not by the request of the customer. The Communication Assistant does not recall the customer requesting a supervisor or calling in a second time. The Communication Assistant does remember that the customer hung up before placing a phone call. Supervisor reviewed proper procedures and reviewed disconnection in any case as an immediate termination offense.
26	04/05/11	Customer stated that the Communication Assistant did not follow the customer's instruction, according to the customer note. Apologized for the inconvenience and offered a suggestion to make a slight modification to the instruction. The customer declined instructions and the customer did not request a follow up.	04/05/11	The Communication Assistant stated that the caller, immediately, asked for the supervisor. Customer did not provide a number to call. Communication Assistant followed proper protocol and the instruction in the customer note was somewhat cluttered and confusing to the Communication Assistant.
27	04/12/11	Customer upset that the Communication Assistant typed "VOICE or T", after switching Communication Assistants. The Communication Assistant did not respond to the inbound questions or requests for a supervisor, which were both spoken and typed, and then the Communication Assistant disconnected the caller. Apologized for the inconvenience and thanked the customer for the feedback. The customer did not request a follow up.	04/12/11	In following up on this complaint, the Communication Assistant stated "in the complaint" was not working at the time of this call. Unfortunately, the supervisor is unable to follow up with the Communication Assistant, that did hang up on this customer.
28	04/16/11	Operator did not verify my number like my notes say. Communication Assistant didn't type out the number and area code. I'm sick and tired of these operators ways. I don't want to use the relay service anymore! Communication Assistant In Charge checked screen and confirmed that Communication Assistant did not follow customer notes. Communication Assistant and Communication Assistant In Charge apologized several times. The customer did not request a follow up.	04/16/11	Coached the Communication Assistant on the importance of following customer notes. Communication Assistant stated that they understood the importance of following customer notes.
29	04/18/11	Complaining about this Communication Assistant and his supervisor for garbling. Wants them fired. Complaints of consistent garbling system-wide. Customer states the print-outs prove it is clear on his end. Customer does not understand why his call went to an Ohio center and thinks he is being tricked. Requests all Communication Assistants to identify what center they are located at the beginning of all calls. Requests follow-up and 'immediate action' be taken against Communication Assistant and his supervisor. Never wants either to handle his calls again. All male operators are (used inappropriate word) a****s. Customer would like follow-up contact via phone.	04/18/11	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that the customer may have discussed. The assistant supervisor, at the time, does not recall this circumstance as well. Garbling attributed to technical issue because the customer indicates it was system-wide. Attempted to follow up via phone, on the following day 4/20/2011 at 8:25pm and there not an answer. Tried again at 6/20/2011 at 8:50pm and there was no answer 6/21/2011 at 7:10pm. Reached a TTY recording to use text or dial/redial, but no answering machine and no answer on 6/21/2011 at 8:17pm. Unable to obtain further information in order to put trouble ticket into the system, for troubleshooting.

30	04/18/11	At 7:09pm CST, customer asked operator to repeat their Communication Assistant number. The Communication Assistant did not respond, customer asked for a supervisor, wanted another operator, operator hung up on inbound. Customer tried typing her requests to the operator but the operator hung up. Apologized for the inconvenience. Thanked the customer for the feedback and offered a follow up. The customer did not request a follow up.	04/18/11	In following up with the Communication Assistant, the severity of disconnecting callers was discussed and the Communication Assistant was coached on proper procedure in terms of following customers instructions and upon request, always giving the customer your Communication Assistant number.
31	04/27/11	Customer asked Communication Assistant to type Turbo code off, 45 wpm, and phone number with area code last. Communication Assistant did not do that and the customer stated they will not use this service again. The customer did not request a follow up.	04/27/11	Coached the Communication Assistant on the importance of following customers' instructions and to promptly respond to the customer. Communication Assistant understands importance of following customers' instructions.
32	04/30/11	Communication Assistant dialed out without verifying the number and also didn't verify other requests. Apologized for the inconvenience, and had another Communication Assistant take the call. The customer did not request a follow up.	04/30/11	The supervisor met with the Communication Assistant and reviewed proper procedure in following all customer instructions, as well as database notes. The Communication Assistant understands the importance of accommodating all customers requests and will act in a professional manner in the future.
33	05/09/11	The Communication Assistants did an Communication Assistant change and the inbound Voice Carry-Over user asked the new operator if the outbound party had hung up. The customer says that the operator did not respond and hung up. Customer stated they will take this to someone higher up than relay supervisors and friends say they hate relay service. Apologized to the customer for the inconvenience and said the Communication Assistant would be made aware. No follow up requested.	05/09/11	Following up with the supervisor who took the complaint. The supervisor tried, several times, to get clarification on why the Communication Assistant would have hung up. The Communication Assistant said the caller asked to be transferred to Relay Customer Service so they sent "One Moment Please" and transferred the caller to Customer service. In following up with the Communication Assistant, she recalls the customer requesting customer service after the out-bound caller had hung up. The Communication Assistant sent "ONE MOMENT PLEASE" and transferred to customer service. The supervisor on duty is able to verify this information.
34	05/12/11	A voice customer says she is unable to get through to a Voice Carry-Over number. Several operators have tried and could not get through. This did not happen before today. Apologized for any inconvenience during the call. The customer requested a follow up.	05/12/11	Technician looked into this and did not find any problems. Called the customer a few times and there was no answer nor an answering machine.
35	05/17/11	At 12:14pm CST, customer placed a call and asked the Communication Assistant for verification of her Communication Assistant number. The Communication Assistant did not respond and then disconnected the call when caller asked to speak to a supervisor. Apologized for the inconvenience, the Communication Assistant will be followed up with immediately. The customer did not request a follow up.	05/17/11	Supervisor met with the Communication Assistant and appropriate action was taken.
36	05/17/11	Customer read conversation, with the operator, to supervisor responding to the complaint. It was clear, as described to the supervisor, that the Communication Assistant was arguing with the customer. The operator also stated, to the customer, that she was reading customer notes while the customer was talking. The first note listed says "don't read customer notes first". The customer asked the operator to type her requests in a specific way and the operator did not follow those instructions. Apologized for the inconvenience and thanked the customer for the feedback. No follow up was requested by the customer, and they switched to another Communication Assistant to continue with the calls.	05/17/11	After receiving notification of this concern, the supervisor discussed the incident with the operator and provided the appropriate coaching to the Communication Assistant. The supervisor is confident that the operator will communicate in a professional manner in the future.
37	05/24/11	The customer states that this Communication Assistant misspelled the customer's name and the person she was calling to. Customer stated that the Communication Assistant should have asked for the correct spelling. Thought that this Communication Assistant was unprofessional. Apologized for the inconvenience and assured the customer that a follow up with the Communication Assistant will be conducted. The customer requested a follow up via mail.	05/24/11	Unable to conduct a follow up meeting with the Communication Assistant. At this time Communication Assistant ID given has not been assigned. A letter was mailed, to the customer, explaining as such on Tuesday, 5/24/2011.

South Dakota Relay Service – June 1, 2010 through May 31st, 2011

1. Total Number of TRS/CapTel complaints: 37